

# DIR-SDD-537, Appendix C—Services and Pricing Addendum

## Provision of Equipment and Procurement Services

Desktop Specifications		
Components	Low End-User	High End-User
Chassis Style	Small Form Factor	Minitower
Chip	Intel Pentium D or AMD equiv.	Intel Pentium D or AMD equiv.
Processor/Clock Speed	915/2.80GHz (P4 3.2GHz equiv.)	945/3.4GHz (P4 3.2GHz equiv.)
Memory	1GB	2GB
Hard Drive	80GB	160GB
Optical Drive	DVD+/-RW with software	DVD+/-RW with software
Operating System	Microsoft Windows XP Professional	Microsoft Windows XP Professional
Network Card/Sound	Integrated	Integrated
Video/Graphics	Integrated	128MB
Speakers	Internal	Internal
Floppy Drive	No	No
Keyboard	Standard 104+ USB	Standard 104+ USB
Mouse	2 Button Entry w/Scroll USB	2 Button Entry w/Scroll USB
Warranty	4 year NBD	4 year NBD
Pricing Per Seat (per month)	\$27.95	\$36.97
Payment Per Annual Term	\$335.48	\$443.64
3 Year Total	\$1,006.45	\$1,330.92

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Notebook Specifications		
Components	14" Notebook	15" Notebook
Chip	Intel CoreDuo or AMD equiv.	Intel CoreDuo or AMD equiv.
Processor/Clock Speed	T 2300 1.66 (P M 1.86 equiv.)	T 2400 1.83 (P M 2.0 equiv.)
LCD Resolution	WXGA	WXGA
Memory	1GB	1GB
Hard Drive	60GB	60GB
Optical Drive	DVD+/-RW with software	DVD+/-RW with software
Operating System	Microsoft Windows XP Professional	Microsoft Windows XP Professional
Modem	Internal 56k	Internal 56k
Network Card	Integrated	Integrated
Sound/Graphics	Integrated	Integrated
Floppy Drive	No	No
AC Adapter / Battery	Yes	Yes
Wi-Fi (802.11) miniPCi card	Integrated 802.11b/g	Integrated 802.11b/g
Warranty	4 year NBD	4 year NBD
Pricing Per Seat (per month)	\$47.53	\$49.53
Payment Per Annual Term	\$570.36	\$594.36
3 Year Total	\$1,711.08	\$1,783.08

The Unisys base services offering for the Pricing per Seat listed above includes the following services:

1. Asset Tracking
2. Break/Fix Vendor-Owned Equipment
3. Unwind at the end of the engagement

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Unisys has provided a description of the following services which have been included in our base offering:

### 1. Asset Tracking Services

Unisys Asset Management Services provide a central asset management system (people, process, and technology) to maintain tracking of vendor-owned equipment. Unisys updates the information as necessary to account for Moves/Adds/Changes and maintenance support (break-fix and deskside support).

Unisys is qualified to perform the services that the RFO requests for vendor-owned equipment. We are recognized in the industry as a subject matter expert and a leading provider of asset management and tracking professional services.

Reporting is a critical tool for interaction with State of Texas management. The Unisys PMO will continually monitor, measure, and deliver the established engagement service levels for Asset Management. As part of our Base Services, Unisys will offer our standard reports that will provide the Agencies with information on their assets.

As part of our base offering for Asset Management, Unisys will provide the Service Parameter defined in the table below.

	Service Package
Service Parameter	Bronze
Basic Asset Information (Device Number, User Name, Serial Number, Computer Make/Model, BIOS Version Date, and so forth)	X

### 2. Break/Fix Vendor Owned

Unisys maintenance support services for vendor-owned equipment are provided in conjunction with Equipment Procurement Services. These services provide the on-site attendance at equipment location by Unisys field service engineers to diagnose and repair hardware components in accordance with the manufacturer's instructions. Services provided are as follows.

Unisys Break-Fix/Maintenance Services for vendor-owned equipment will provide dispatched on-site support at equipment locations by Unisys field service engineers to diagnose and repair hardware components in accordance with the manufacturer's instructions. Services include responding, diagnosing, repairing, and restoring physical devices by field engineers. The Bronze level of Break-

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Fix/Maintenance Services for vendor-owned equipment is provided as part of our base offering, which is detailed in the table below.

Unisys provides services in Texas through our internal field operations personnel and subcontractors based on geography. Break-Fix/Maintenance Services for vendor-owned equipment is offered in the following Service Package for our base offering.

	Service Package
Service Parameters	Bronze
Hours of Coverage	5x9 (M–F)
Devices Covered	Desktops and printers
Restore SLA	Next Business Day

## 3. Unwind/End of Engagement

As part of our base offering, Unisys will perform the following activities as part of the Unwind/End of Engagement Services.

- Unisys and the DIR customer will jointly review the deinstallation schedule and determine scheduling requirements
- Unisys will provide a weekly site status report during the deinstallation period
- Follow customer procedures for site security
- Document the equipment tag information (including the serial number and customer tag) where applicable
- Deliver the existing desktop or laptop to a specified location in the building where the deinstallation occurred
- Coordinate the delivery of service with the customer
- Package the deinstalled equipment for shipping and deliver it to the specified location
- Request customer sign-off that the deinstallation is complete
- Complete and transmit all required documentation and inventory paperwork to the customer's project manager

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### Optional Services

Service Categories and Service Levels	Descriptions	Pricing
<b>Help Desk Services</b>		
Service Desk	Unisys will provide a Single Point of Contact for all support services provided by Unisys. We will deliver Service Desk support to the end users from our multi-channel, first-line support desk in Austin, Texas. Staff in the Service Desk will be responsible for resolving, managing, routing, tracking and escalating all support tickets.	
Bronze	Hours of Coverage: 5x9 (Monday - Friday) Average Speed to Answer: 45 seconds Abandonment Rate: <= 6% First Call Resolution: 50%	\$13.59 per incident
Silver	Hours of Coverage: 5x12 (Monday - Friday) Average Speed to Answer: 45 seconds Abandonment Rate: <= 6% First Call Resolution: 75%	\$17.97 per incident
Gold	Hours of Coverage: 7x24 Average Speed to Answer: 30 seconds Abandonment Rate: <= 6% First Call Resolution: 85%	\$26.42 per incident
<b>On-Site Support and Moves/Adds/Changes (MACs) Services</b>		
On-Site Support and MAC Services	Unisys will use a combination of dispatched and dedicated resources to deliver the required onsite and MAC support. We will leverage both our dedicated and shared resources to deliver the support services to the end users across the state of Texas.	
Bronze	Hours of Coverage: 5x9 (Monday - Friday) Devices covered: Desktops and Printers MACs included: 0.5 (per device per year) MAC Accomplishment: within 3 business days MAC-vs-Project Threshold: More than five (5) associated MACs is a project Desk side Events included: 0.5 per (device per year) Desk side Restore SLA: Next Business Day	\$10.20 per device per month
Silver	Hours of Coverage: 5x12 (Monday - Friday) Devices covered: Desktops, Printers, Servers, Network devices MACs included: 0.75 (per device per year) MAC Accomplishment: Within 2 business days MAC-vs-Project Threshold: More than ten (10) associated MACs is a project Desk side Events included: 1.0 per device per year Desk side Restore SLA: Next Business Day	\$19.09 per device per month
Gold	Hours of Coverage: 7x24 Devices covered: Desktops, Printers, Servers and Network devices MACs included: 1.0 per device per year MAC Accomplishment: Within 2 business days MAC-vs-Project Threshold: More than fifteen (15) associated MACs is a project Desk side Events included: 1.25 per device per year Desk side Restore SLA: Desktops (8 hours), Printers (Next Business Day), Servers (4 hours) and Network devices (4 hours)	\$25.69 per device per month

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Service Categories and Service Levels	Descriptions	Pricing
Remote Support Services		
Service Desk—Remote Control	The Unisys Service Desk has the capability, from a centralized location, to "take over" and support a piece of equipment (desktop). Remote Support Services provided through the Service Desk are included in Silver and Gold Service Packages.	See Service Desk pricing above
Server Monitoring and Management	All distributed servers will be monitored and managed from our Managed Service Center located in Austin, Texas. Unisys will ensure support services are available to identify and solve system problems. Support for management and operation of the distributed server environment will be provided by teams of engineers with platform expertise from our Support Centers.	
Bronze	Support Coverage: 7x24 Remote Response: 30 minutes Respond to Request for New Project: 4 weeks Performance Management: Quarterly	\$41.49 per device per month
Silver	Support Coverage: 5x9 Remote Response: 30 minutes Resolution: 8 hours Non-Production Server Availability: 95% Production Server Availability: 99% Emergency Patches: 3 Business Days Respond to new projects: 3 Weeks Routine Patch Deployment: Every other month Virus Detection: 30 minutes Virus Eradication: 8 hours Performance Management: Quarterly OS Upgrade: 2 Years	\$569.46 per device per month
Gold	Support Coverage: 7x24 Remote Response: 15 minutes Resolution: 4 hours Non-Production Server Availability: 98% Production Server Availability: 99.9% Emergency Patches: 1 Business Day Respond to new projects: 2 Weeks Routine Patch Deployment: Monthly Virus Detection: 15 minutes Virus Eradication: 4 hours Performance Management: Monthly OS Upgrade: Annually	\$689.86 per device per month

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Service Categories and Service Levels	Descriptions	Pricing
<b>Network Management Services</b>		
<b>Network Monitoring and Management</b>	All distributed servers will be monitored and managed from our Managed Service Center located in Austin, Texas. Unisys will ensure support services are available to identify and solve system problems. Support for management and operation of the distributed server environment will be provided by teams of engineers with platform expertise from our Support Centers.	
<b>Bronze</b>	Bronze includes Network Monitoring and notifications of alerts. Support Coverage: 7x24 Remote Response: 30 minutes Fault Monitoring: Included Performance Monitoring: Included	<b>\$39.23</b> per device per month
<b>Silver</b>	The Silver includes Bronze plus network management which includes troubleshooting and fault isolation. Additional features: <ul style="list-style-type: none"> <li>• configuration management</li> <li>• configuration backup</li> <li>• event correlation</li> <li>• carrier notification</li> <li>• performance management</li> </ul> Support Coverage: 5x9 Remote Response: 30 minutes Resolution: 8 hours Availability: 95%	<b>\$67.16</b> per device per month
<b>Gold</b>	The Gold service package includes Silver. Support Coverage: 7x24 Remote Response: 15 minutes Resolution: 4 hours Availability: 98%	<b>\$81.11</b> per device per month

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Service Categories and Service Levels	Descriptions	Pricing
<b>Software Services</b>		
<b>Desktop Management</b>	Unisys will the building, testing, and distributing consistent images of workstation software for the DIR's Customer's end users. Unisys is completely responsible for managing all aspects of software licenses, regardless of software vendor.	
<b>Bronze</b>	Emergency security patches applied: Within 16 business hours Non-Emergency security patches applied: Within five (5) business days Standard Images Maintained: Two (2) Standard Reporting Major Application Packages Packaged and Distributed: Non Included Major Application Package Preparation Time: Not Included	\$17.21 per device per month
<b>Silver</b>	Emergency security patches applied: Within 8 business hours Non-Emergency security patches applied: Within three (3) business days Standard Images Maintained: Five (5) Standard Reporting Major Application Packages Packaged and Distributed: Two (2) per quarter Major Application Package Preparation Time: Fifteen (15) business days	\$21.54 per device per month
<b>Gold</b>	Emergency security patches applied: Within 8 business hours Non-Emergency security patches applied: Within three (3) business days Standard Images Maintained: Ten (10) Standard Reporting Major Application Packages Packaged and Distributed: Five (5) per quarter Major Application Package Preparation Time: Ten (10) business days	\$25.82 per device per month
<b>Mobility Management</b>	Unisys leverages more than 20 years of experience in managing mission critical applications associated with a mobile infrastructure. We have key partnerships with Microsoft, Nokia, Intellisync, and Dexterra to manage and control a mobile infrastructure, which includes hardware, software, deployment, and installation management and control.	
<b>Bronze</b>	Second-Level Telephone Support: Included Device Support Documentation: Within four (4) weeks Standard Reporting: Included	\$6.38 per device per month
<b>Silver</b>	Second-Level Telephone Support: Included Device Certification: Within three (3) weeks Device Kill: Within three (3) business days Software Patch Distribution: Within twenty (20) working days Remote Backup, Disablement, Restore: Included Standard Reporting: Included	\$19.08 per device per month
<b>Gold</b>	Second-Level Telephone Support: Included Device Certification: Within two (2) weeks Device Kill: Within two (2) business days Software Patch Distribution: Within twenty (20) working days Remote Backup, Disablement, Restore: Included Standard Reporting: Included	\$24.34 per device per month



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Service Categories and Service Levels	Descriptions	Pricing
<b>Asset Tracking Services</b>		
<b>Asset Management</b>	Combining Service Desk automation with IT asset management automation provides a great deal of time during the problem resolution process. By automating multiple asset management functions, we are able to provide real time information to speed up problem resolution, ensure data accuracy, and decrease incident management costs	
<b>Bronze</b>	<p>The Bronze package collects the following data for the purpose of tracking the location of the system:</p> <ul style="list-style-type: none"> <li>Basic Asset Information (Device Number, User Name, Serial Number, Computer Make/Model, BIOS Version Date, and so forth)</li> </ul>	<b>\$2.35 per device per month</b>
<b>Silver</b>	<p>The Silver package collects the data defined in the Bronze package and the following:</p> <ul style="list-style-type: none"> <li>Additional Data Points Tracked (RAM, Hard Drive Size, Free Space Available, CPU Type, CPU speed, Operating System Version, and so forth)</li> </ul>	<b>\$3.79 per device per month</b>
<b>Gold</b>	<p>The Gold package collects the data defined in the Bronze and Silver packages and the following additional data:</p> <ul style="list-style-type: none"> <li>Software License Data (such as applications that reside on the device)</li> </ul>	<b>\$4.35 per device per month</b>

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Service Categories and Service Levels	Descriptions	Pricing
<b>Security Services</b>		
<b>Firewall Monitoring and Management</b>	All distributed servers will be monitored and managed from our Managed Service Center located in Austin, Texas. Unisys will ensure support services are available to identify and solve system problems. Support for management and operation of the distributed server environment will be provided by teams of engineers with platform expertise from our Support Centers.	
<b>Bronze</b>	Bronze Service includes Firewall Monitoring and notifications of alerts and reporting. Support coverage: 7x24 Remote Response: 30min Reporting: Included	<b>\$700.26 per device per month</b>
<b>Silver</b>	Silver Service includes Bronze Service plus firewall management, which includes troubleshooting and fault isolation. Additional features: <ul style="list-style-type: none"> <li>• Policy management</li> <li>• Configuration management</li> <li>• Configuration backup</li> <li>• Event correlation</li> <li>• Performance management</li> </ul> Support coverage: 5x9 Remote Response: 30min Resolution: 8 hours Availability: 95.0% Reporting: Included Customer Web Portal: Included	<b>\$935.59 per device per month</b>
<b>Gold</b>	Gold Service includes Silver Service plus additional features: <ul style="list-style-type: none"> <li>• Intrusion Detection Service (IDS) event log monitoring</li> <li>• Notification and escalation</li> <li>• IDS Event correlation</li> <li>• Vulnerability scanning</li> </ul> Support coverage: 7x24 Remote Response: 15min Resolution: 4 hours Availability: 98.0% Reporting: Included Customer Web Portal: Included	<b>\$1,293.37 per device per month</b>

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Service Categories and Service Levels	Descriptions	Pricing
<b>Training</b>		
<b>Training Services</b>	Unisys will provide training options that can be customized to meet your specific needs and requirements. The training options include web based self paced courses, live web based courses and on site classes.	
<b>Bronze</b>	Bronze includes: Prerecorded Web-based e-Learning Seminars Instructional Sheets and Other Data Available for Download Access to Prerecorded Training Sessions	<b>\$191.33 per class per person</b>
<b>Silver</b>	Silver includes: <ul style="list-style-type: none"> <li>• Prerecorded Web-based e-Learning Seminars</li> <li>• Instructional Sheets and Other Data Available for Download</li> <li>• Access to Prerecorded Training Sessions</li> <li>• Live Web-based e-Learning Seminars</li> <li>• Live On-Line Classes</li> </ul>	<b>\$382.65 per class per person</b>
<b>Gold</b>	Gold includes: <ul style="list-style-type: none"> <li>• Prerecorded Web-based e-Learning Seminars</li> <li>• Instructional Sheets and Other Data Available for Download</li> <li>• Access to Prerecorded Training Sessions</li> <li>• Live Web-based e-Learning Seminars</li> <li>• Live On-Line Classes</li> <li>• Customized On-Site Classes</li> </ul>	<b>\$637.76 per class per person</b>
<b>Standard and Ad Hoc Reporting and Documentation</b>		
Included in other Service Categories	N/A	Included in other services

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Service Categories and Service Levels	Descriptions	Pricing
<b>Unwind/End of Engagement Services</b>		
<b>Asset Recovery</b>	This Service will manage the de-installation and packaging of Vendor provided equipment	
<b>Bronze</b>	<p><b>Bronze Service Package</b></p> <p>Unisys and a DIR customer will jointly review the deinstallation schedule and determine scheduling requirements. End of Engagement services may apply to any or all of the following: desktops, workstations, notebooks, portables, printers, and monitors. As part of this Service Package, Unisys will:</p> <ul style="list-style-type: none"> <li>Follow customer procedures for site security</li> <li>Document the equipment tag information (including the serial number and customer tag) where applicable</li> <li>Remove the existing desktop or laptop off line and perform a secure data wipe according to project expectations. Some hard drives may need to be removed from the unit and left with the customer.</li> <li>Request customer sign-off that the deinstallation is complete</li> <li>Deliver the existing desktop or laptop to a specified location in the building where the deinstallation occurred</li> </ul> <p>Complete and transmit all required documentation and inventory paperwork to the customer's project manager</p>	<p><b>\$206.63</b> per device (One Time Charge)</p>
<b>Silver</b>	<p><b>Silver Service Package</b></p> <p>Unisys and a DIR customer will jointly review the deinstallation schedule and determine scheduling requirements. End of Engagement services apply only to desktops, workstations, notebooks, and portables. Unisys will provide an experienced engagement manager to manage the efforts supplied as part of a Supplemental Agreement. Our engagement manager may be the technical lead on site. Unisys will:</p> <ul style="list-style-type: none"> <li>Follow customer procedures for site security</li> <li>Document the equipment tag information (including the serial number and customer tag) where applicable</li> <li>Remove the existing desktop or laptop off line and perform a secure data wipe according to project expectations. Some hard drives may need to be removed from the unit and left with the customer.</li> <li>Package the deinstalled equipment for shipping and deliver it to a specified location in the building where the deinstallation occurred. Unisys will provide packaging materials.</li> <li>Request customer sign-off that the deinstallation is complete</li> </ul> <p>Complete and transmit all required documentation and inventory paperwork to the customer's project manager</p>	<p><b>\$254.85</b> per device (One Time Charge)</p>
<b>Gold</b>	<p><b>Gold Service Package</b></p> <p>Unisys and a DIR customer will jointly review the deinstallation schedule and determine scheduling requirements. End of Engagement services apply only to desktops, workstations, notebooks, and portables. Unisys will provide an experienced project manager to manage the efforts supplied as part of a Supplemental Agreement. Our project manager will be expected to:</p> <ul style="list-style-type: none"> <li>Plan the resource level of the project</li> <li>Report status and communication</li> <li>Enable day-to-day execution of tasks</li> <li>Coordinate with the customer to enable barriers to be removed</li> </ul>	<p><b>\$309.95</b> per device (One Time Charge)</p>

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	<ul style="list-style-type: none"><li>• Develop and assign tasks</li><li>• Manage project budget</li><li>• Oversee change control</li><li>• Track progress against milestones</li><li>• Coordinate the delivery of service with the customer</li><li>• Represent Unisys at project meetings</li><li>• Adhere to the predetermined schedule</li><li>• Confirm that Unisys technical personnel have significant experience in the deinstallation of desktops, workstations, and laptops</li></ul> <p>Confirm that a Unisys technical lead will be available on call during the deinstallation.</p>	
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Service Categories and Service Levels	Descriptions	Pricing
<b>Break-Fix/Maintenance Services—Vendor Owned Equipment</b>		
<b>Maintenance Support Services—Vendor Owned Equipment</b>	Unisys provides comprehensive multi-vendor service offerings for distributed computing environments. We will effectively maintain and manage all multi-vendor IT infrastructures by providing a single-vendor model for comprehensive support across desktops, printers and servers.	
<b>Desktop</b>		
<b>Bronze</b>	Hours of Coverage: 5x9 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	Included in the Price of the Hardware
<b>Silver</b>	Hours of Coverage: 5x12 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$2.82 per device per month
<b>Gold</b>	Hours of Coverage: 7x24 Parts: Not Included Restore SLA: eight (8) hours	\$3.60 per device per month
<b>Printer</b>		
<b>Bronze</b>	Hours of Coverage: 5x9 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$3.52 per device per month
<b>Silver</b>	Hours of Coverage: 5x12 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$4.03 per device per month
<b>Gold</b>	Hours of Coverage: 7x24 Parts: Not Included Restore SLA: Next Business Day	\$4.23 per device per month
<b>Server</b>		
<b>Bronze</b>	Not Available	Not Available
<b>Silver</b>	Hours of Coverage: 5x12 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$11.91 per device per month
<b>Gold</b>	Hours of Coverage: 7x24 Parts: Not Included Restore SLA: four (4) hours	\$15.55 per device per month

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Service Categories and Service Levels	Descriptions	Pricing
<b>Break-Fix/Maintenance Services—Customer Owned Equipment</b>		
<b>Maintenance Support Services-Customer Owned Equipment</b>	Unisys provides comprehensive multi-vendor service offerings for distributed computing environments. We will effectively maintain and manage all multi-vendor IT infrastructures by providing a single-vendor model for comprehensive support across desktops, printers and servers.	
<b>Desktop</b>		
<b>Bronze</b>	Hours of Coverage: 5x9 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$2.51 per device per month
<b>Silver</b>	Hours of Coverage: 5x12 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$2.82 per device per month
<b>Gold</b>	Hours of Coverage: 7x24 Parts: Not Included Restore SLA: eight (8) hours	\$3.60 per device per month
<b>Printer</b>		
<b>Bronze</b>	Hours of Coverage: 5x9 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$3.52 per device per month
<b>Silver</b>	Hours of Coverage: 5x12 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$4.03 per device per month
<b>Gold</b>	Hours of Coverage: 7x24 Parts: Not Included Restore SLA: Next Business Day	\$4.23 per device per month
<b>Server</b>		
<b>Bronze</b>	Not Available	Not Available
<b>Silver</b>	Hours of Coverage: 5x12 (Monday - Friday) Parts: Not Included Restore SLA: Next Business Day	\$14.80 per device per month
<b>Gold</b>	Hours of Coverage: 7x24 Parts: Not Included Restore SLA: four (4) hours	\$18.30 per device per month

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## Pricing Assumptions and Conditions

### General

- The pricing in this Appendix C is conditioned upon mutual agreement between Customer and Unisys upon a Statement of Work/Supplemental Agreement for the desired services that contains provisions deemed appropriate by Customer and Unisys for the desired services
- This proposal is based upon the information and data furnished by State of Texas DIR or standard industry assumptions used to develop solutions of this nature
- The Unisys Program Management Office has been included in the unit prices
- Pricing is subject to confirming assumptions and final Service Level Agreements
- Pricing is based on a minimum 36 month contract and is subject to change if a shorter contract term is awarded
- Customer will provide necessary network connectivity including backup between Customer and Unisys
- Service setup for supported devices will be performed during Standard Business Hours, Monday to Friday 8 a.m. to 5 p.m. local time
- Transition pricing has been excluded

### Pricing

- Pricing in United States Dollar (USD)
- Billing Terms: Advanced Net 30

### Service Desk

- Pricing is based on 2,000 Seats
- 15 Peregrine licenses are included as part of the service offering
- Per DIR direction, laptops were not included as part of client inventory

### Desktop Management

- Desktop management tool (e.g., SMS, Altiris) is in place and available for use by Unisys
- License costs are excluded
- Image servers are available for local storage
- Customer has a remote control tool available



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## Maintenance Support Services

- Parts have been excluded
- 0.16 events per device per year for desktops
- Desktop event duration is 1.1 hours. Printer event duration is 1.3 hours
- Desktops, servers, network devices are from Tier 1 OEMs
- Warranty assumptions for client-owned devices: Desktops 75 percent, Servers and Printers 50 percent
- Maintenance service calls will be based on the failure rates of the client selected equipment vendors

## Mobility

- A Level 1 Help Desk is in place to take the initial support call
- Devices supported are on the Unisys Certified Device List
- Mobile Operating systems Supported are Palm, Symbian, and Windows Mobile
- Pricing is based on 1,000 Devices
- Pricing includes certification of up to 8 devices

## Server Monitoring and Remote Server Management

- Pricing is based on 100 Devices
- Server pricing is based on systems running approved levels of Novell Netware, Windows or supported Unix operating systems

## Network Monitoring and Remote Network Management

- Pricing is based on 100 Devices
- Pricing is for a Cisco 2811 router or similar
- Supported devices are SNMP compliant
- All devices supported will be on the Unisys certified equipment list
- Devices supported are on the Vendors current supported list

## Firewall Monitoring and Remote Firewall Management

- Supported platforms are Checkpoint, Cisco, ISS, Juniper, Fortinet
- Pricing includes a maximum of 5 percent logical MACs per month

**End of Appendix C**